Digital Connectivity Site Survey

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Section 1

Company Name: _____ ☐ IT Staff On-site   ☐ IT Staff Outsourced   ☐ No IT

Address: _____ IT Contact: _____

City, State, Zip:_____ Telephone: _____ext:_____

Telephone: _____ext:_____ Email:_____

Suite/ Floor/ Bldg: _____ Sales Rep.(first, last name): _____

Main Contact Name:_____ Sales Manager (first, last name): _____

Title:_____ Service Manager:_____

Telephone: _____ext:_____ Technician: _____

Email:_____ CES/TAS:_____

Section 2

Equipment Proposed

Proposed Model (s) _____ (use complete model name, ex. MP3500, MP C3500, CL3500N)

Print controller Proposed: _____ (Standard GW, Fiery, UC 6 Gold, etc)

Print Drivers Proposed: _____ (PCL, PS, RPCS, etc)

Number of clients to setup: _____ Number of Servers to Setup: _____Will the Customer be installing this device? ☐Yes ☐ No

Observation: _____

To ensure a smooth network installation at the customer's site, the following information should be given to the Ricoh Service Tech prior to the installation or provided to the Tech at the time of installation. It is the customer's responsibility to get this information from their IT Administrator, Computer Tech, Network Tech or Email provider.

Section 3

DESIRED STATE:

Manufacturer: **Ricoh Model(s):**_____ **Do you have a Firewall?** ☐Yes ☐ No

Set Up: ☐ **Print** ☐ **Fax** ☐ **Scan to Email** ☐ **Scan to Folder** ☐ **LAN Fax** ☐ **Wireless Connectivity**

Network Type: **Windows Server Client:** ☐ **XP** ☐ **Windows 7:** ☐ **32 Bit** ☐ **64 Bit** ☐ **@Remote Appliance Installed**

☐ **Macintosh** **OS:** _____

☐ **Mainframe** **Type:** ☐ **UNIX** ☐ **LINUX** ☐ **DOS** ☐ **Other:** _____

☐**Hard Drive Surrender**

Current Unit Hard Drive Surrender included on Sales Order: Y__ / N__ (*Charges will apply*)

NOTES: (Example: Would you like to maintain your current default settings on each device? If, yes please provide specifics.)_____
_____

Section 4

P*RINTING TO THE DEVICE - included in order* ☐ Yes ☐ No   ☐ **N/A**

Install Driver: ☐ **on Local Workstation** **Client OS:** _____ **Server OS:** _____

IP Address: _____ **Subnet Mask:** _____

Gateway: _____ **DNS:** _____   _____ _____

For more than one please fill out spread sheet.

Section 5

SCAN TO EMAIL   -   included in order ☐ Yes ☐ No   ☐ **N/A**

Domain Name : _____ **SMTP Name or IP Address:** _____

User Name : _____

For more than one please fill out spread sheet**.**

Section 6

SCAN TO FOLDER   -   included in order ☐ Yes ☐ No   ☐ **N/A**

Folder Path: _____

(IT is to create a shared folder with permissions at the Host PC or Server.)

User Name:_____ **Password:** _____

(IT to provide a 'User Name with write permissions to the folder with a Password which never expires.)

For more than one please fill out spread sheet.

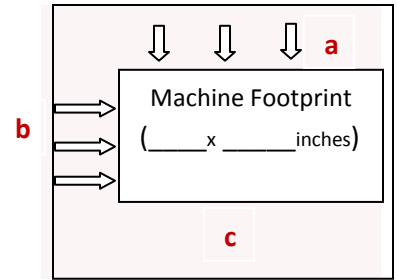*****Scan to Folder will not work with any version of Windows "Home Edition"****

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Section 7

Space Requirements:

☐ 120V 15amp NEMA 5-15R

☐ 120V 20amp NEMA 5-20R

☐ 220V 20amp NEMA 6-20R

☐ 200V 15amp NEMA 6-20R

☐ 240V 30amp NEMA 6-30R

a. Distance from rear wall
_____inches

b. Distance on left side
_____inches.

c. Distance needed in front of
_____inches.

Machine Footprint
(_____ x _____ inches)

a

b

c

**For Production Units (ex 8100 or C5100) Power requirement key:
208~240V, 50/60Hz, NEMA 6-20R, Must also provide 110v for finisher**

For more than one location please fill out spread sheet.

- Networked environments require a live network connection and an IT person at the location of the device prior to the arrival of the Ricoh Service Tech.
- Server and/or Workstation software installation is the responsibility of the Customer IT staff. Ricoh will assist with the installation and setup of up to five workstations.
- Any Non-Standard Application Software may not allow the device to utilize all of its features. For example: DOS, UNIX and Mainframe application software. Check with your Service Tech for specific compatibility.
- If the operating environment (as outlined in this document) changes after the date of installation resulting in connectivity or product difficulties, the customer will be charged for all labor incurred at the prevailing rate.
- The customer acknowledges to maintain a current backup of their program and data files to restore any lost data. Ricoh cannot be held responsible for any loss data.
- Due to the variety of methods used to connect the device to a computer network interface cables are not include. It is responsibility of the customer to provide the necessary interface cables at the time of the installation.
- It is the responsibility of the Customer IT staff to create, configure and manage the required network groups which will have access to the device.
- Providing the information requested and completely filling out this form will prevent some difficulties during installation.

Section 8

ORDER #: _____

Serial Number: _____

TAS REQUESTED: ☐ YES ☐ NO

Charged on sales order: ☐ YES ☐ NO

Business hours: Open: _____ **Close:** _____ **Lunch:** _____

Training Request On: ☐ **N/A**

☐ Print Feature   Other Solutions: _____
☐ Copy Feature   ☐ Fax Option
☐ Scan Option   ☐ Document Server
☐ User Codes/ Authentication

Location for training/Department/floor: _____

Contact: _____**Phone Number: (_____)** _____ **e-mail:** _____

Alt. Contact: _____**Phone number: (_____)** _____ **e-mail:** _____

Notes:_____
_____
_____
_____

_____   _____   _____
Customer Name   Customer signature   Date

_____   _____   _____
Ricoh Tech. Name   Tech. Signature   Date

_____   _____   _____
Ricoh Tech. Manager Name   Tech. Manager Signature   Date

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